COMPUTER
ASSISTANT
GS-0335-06

INFORMATION
SYSTEMS

I.   POSITION AND ORGANIZATION INFORMATION

Position:

Computer Assistant, GS-0335-06

Purpose of position:

The purpose of this position is to provide computer support and services to
the organization. Primary scope of work includes the installation of new
equipment and disposal of excess equipment. This postion is a member of the
IT Support Team.

Organization:

Information Systems Division

Organization goals:

II.   MAJOR DUTIES

A. Duty (Critical):

Supports technical specialists by providing service in the areas of hardware
installation and movement, maintenance, and property accountability.
Independently provides in-house support for repair of selected hardware items.
(100%)

Tasks:

1. Installs or moves new, updated, or repaired hardware. Performs
configuration of hardware and components.

2. Insures installed equipment conforms to internal standards and work
negotiated is complete. Records the temporary and/or permanent transfer of
hardware.

3. Works with technical specialists to accomplish complete component
testing/validation of hardware ranging from user items to resident host
system. Adapts or develops new procedures or instructions based on past
experience.

4. Responds to hardware-related problems and determines whether repair with
vendor support or local assets are needed. Applies precedents and system
flexibilities to resolve problems.

5. Performs system tests in accordance with the preventive maintenance
program and completes the appropriate worksheets and reports.

6. Provides users basic maintenance training on hardware.

7. Conducts on-site visits to validate and check equipment status, e.g.
confirms that items correspond to inventory, that they are used as specified,
and that unauthorized modifications have not occurred. May also serve on team
to conduct physical inventory for command levels.

Selected Staffing KSAs:
  A1, A2, A3

B. Other Work Requirements
  1. The employee must obtain and maintain a Secret clearance.

III. KNOWLEDGES, SKILLS AND ABILITIES (KSAs)

A. Selected Staffing KSAs:
  1. Knowledge of information processing sequences, controls, and procedures
  2. Ability to use and maintain computer systems, equipment, and software
  3. Ability to meet and deal with customers using a high degree of tact and diplomacy

B. Basic Training Competencies:
  1. Knowledge of information processing sequences, controls, and procedures
  2. Ability to use and maintain computer systems, equipment, and software
  3. Ability to meet and deal with customers using a high degree of tact and diplomacy
  4. Ability to plan, organize work, and meet deadlines

IV. CLASSIFICATION FACTORS

Factor 1. Knowledge   Level 1-4 (550 Points)

  1. - Knowledge of rules, operating procedures, and processing methods to perform a wide range of information processing assignments and procedural problem solving.

  2. - Knowledge of the capabilities and limitations of hardware components, equipment configuration to resolve problems and assist in the day-to-day operations of the information processing functions.

  - Knowledge of procedures for attaching or installing microcomputer hardware such as printers, monitors, keyboards, external floppy disk drives, video boards, facsimile (FAX) cards, internal tape backup units, removable hard drives, and external storage devices.

  - Knowledge of testing procedures for microcomputer hardware. Knowledge and skill to diagnose, solve, and correct equipment operation problems and perform routine operator maintenance on equipment.

  3. - Understanding of the capabilities and limitations of general use software products such as operating system software to resolve problems and assist in the day-to-day operations of the information processing functions.

  - Knowledge of specialized commercial applications software and data processing documentation procedures to support users and produce user documentation for a variety of applications programs.

  - Knowledge of communications aspects of the system to include modem use, communication software, and electronic mail procedures to advise and instruct

users.

Knowledge of standardized testing procedures for computer software.

Factor 2. Supervisory Controls   Level 2-3 (275 Points)

The supervisor provides direction on objectives and priorities for new work, deadlines and deadline changes for new and established work. The employee identifies the work to be done, plans and carries out the steps required and submits completed work to users without supervisory review. The employee commonly adapts or develops new work procedures and instructions for application by self and others. The employee seeks supervisory assistance and discusses problems related to the work when processing requests appear to exceed system capacity or could have adverse effects on other processing requirements. Completed work is reviewed for conformity to deadlines and accepted practices. Work methods are not normally reviewed unless a recurring, common pattern of problems develops.

Factor 3. Guidelines   Level 3-2 (125 Points)

Guidelines are available in the form of manuals, regulations, operating instructions, and maintenance contracts. Selection of an appropriate guide is usually clear; judgment is required depending on the phase of work and the kind of product being requested. Deviations from guidelines which have not been established by experience and precedent actions are referred to the supervisor or higher graded employee.

Factor 4. Complexity   Level 4-2 (75 Points)

The employee performs duties that involve related steps, processes or methods and determines what needs to be done based on choices between alternatives with easily recognizable differences. The employee decides what needs to be done, identifies and carries out methods and variations within established procedures, and makes other similar decisions to perform such work. Actions taken are determined by the product description on each job request. The employee selects and applies established procedures and methods to satisfy product requirements.

Factor 5. Scope and Effect   Level 5-2 (75 Points)

The employee follows established procedures and methods in performing the work, which is often a part of a broader assignment or project. Results of the work are complete products or segments of other products or work processes. The work affects the accuracy of processing by providing the required tapes; applying complete control amendments; providing data contention and other potential conflicts during processing; and, coding according to specifications. Reliability and acceptability are affected by completion of the work within deadlines; ensuring against media and control related processing failures, and providing the requested output.

Factor 6. Personal Contacts   Level 6-2 (25 Points)

Contacts are with specialists, employees of other agencies, or non-government organizations; contact with contractor representatives such as vendor repair technicians or customer engineers. The contacts are structured and routine. The role of each participant is readily determined.

Factor 7. Purpose of Contacts   Level 7-2 (50 Points)

The purpose of the contacts is to plan or coordinate changes in scheduling requirements or priorities due to data or equipment related problems; to participate with users in planning and coordinating new or modified requirements when the work fits generally within system options, schedules, etc., or to plan user participation, methodology and deadlines for new projects.

Factor 8. Physical Demands   **Level 8-2 (20 Points)**

The work involves extended periods of standing, walking, stretching, bending, stooping, or carrying of loads of paper or objects weighing as much as 45 pounds.

Factor 9. Work Environment   **Level 9-1 (5 Points)**

The work involves the common risks or discomforts, requiring normal safety precautions typically followed in works areas such as offices, meeting rooms, and libraries. The area is adequately lighted, heated, and ventilated. Employees in or adjacent to computer rooms may be within environmentally controlled areas and, although relatively cool, require only normal clothing to compensate for minor discomfort.

V.   CLASSIFICATION SUMMARY

In this position:

Duty A.   100% GS-0335-06 Computer Assistant
           Hardware Support

The classification criteria in this menu are based on the OPM, FES, Position Classification Standard for Computer Clerk and Assistant Series, GS-335, (TS 40) February 1980. References for auxiliary duties and titling instructions are the following US OPM Position Classification Standards and Guides: Grade Level Guide for Clerical and Assistance Work, (TS-91 dated June 1989); Office Automation Clerical and Assistance Series, GS-326 (TS-90 dated November 1990); Office Automation Grade Evaluation Guide (TS-100 dated November 1990); Typing and Stenography Grade Evaluation Guide (TS-100 dated November 1990); and the Introduction to the Position Classification Standards (TS-93 dated January 1990).

GS-06 Point range: 1105 - 1350
Total Point: 1200
Grade: GS-06